

# **Alma Pumps Guarantee**

## **Guarantee Application**

Alma Pumps provides a Limited 2 year Guarantee for pumps, components and accessories supplied as one pumping system from the manufacturer Alma. The guarantee covers failure, or below specification performance, caused by manufacturers defect only. This covers defects caused in manufacturer by assembly and/or material imperfection. The guarantee does not cover normal wear and tear, or weather damage.

The Guarantee is only applicable if the pump has been used in the correct manner for the correct application and all operating instructions have been followed (detailed in the User Manual included on purchase of pump).

The Guarantee is provided to the original owner and is not transferable.

## **Guarantee Period**

Guarantee is provided for a period of 2 years from date of purchase.

## **Guarantee Inspection**

If any failure covered by the guarantee should occur within the guarantee period then it's the responsibility of the consumer to return to complete pump component, together with the original tax invoice, to Alma Pumps or an Authorised Service Agent nominated by Alma Pumps. The consumer will bear all costs associated with dismantling and returning the pump to Alma Pumps or the Authorised Service Agent. The pump will be evaluated and decision made based on the visual inspection of the components and the information provided about its operating environment.

## **Guarantee Validation**

Alma Pumps Authorised Dealers are not permitted to exchange, repair or refund in part or full, goods submitted for Guarantee Evaluation without the permission from Alma Pumps. Further, it is the optional right of Alma Pumps as they see fit, to repair, alter and make good any Alma pump.

## **Repairs Covered**

Subject to the exclusions shown on this page the Guarantee covers the correction of any defective parts and workmanship during the Guarantee period.

## **Guarantee Exclusions**

The Guarantee does not extend as a result of the following:

- a) Damage caused by normal wear.
- b) Paint damage
- c) Damage caused by sun, wind, rain, or any natural event.
- d) Damage caused by failure of a component that was not supplied by Alma Pumps, ie. Controller / Pressure switch.
- e) Damage caused by an animal.
- f) Electrical damage caused by voltage fluctuations, electrical storms or any natural event, or electricity supply problems.
- g) Damage caused by accident, misuse, abuse, neglect.
- h) Repaired, dismantled, modified or tampered with by persons who have not been granted permission by Alma Pumps.
- i) Goods used for purposes not normal to the product or other than specified
- j) Failure as a result of incorrect installation or improper hydraulic or electrical connections.
- k) Abrasive or corrosive liquids or any chemical substance that is incompatible with the components or materials of the product.

## **Indemnity**

Nothing in this Guarantee shall be read or applied so as to purport to exclude, restrict or modify or have the effect of excluding or modifying the application in relation to the supply of any goods or services pursuant to this agreement all or any of the provisions of Part V of the Trade Practices Act 1974 or any relevant State Act or Territorial Ordinance which by law cannot be excluded, restricted or modified. Further, Alma Pumps or its Representatives deny liability that this Guarantee or its goods give cause for persons to lay claim for any damage to persons or property directly or indirectly through use of its products.

- May 2010 -